



POLICY MEMO

TITLE:	OPERATIONAL CHANGES TO THE NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) BENEFIT FOR COVID-19
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	JANUARY 21, 2021
DIVISION AND OFFICE:	BENEFITS AND SERVICES DIVISION, HEALTH PROGRAMS OFFICE
PROGRAM AREA:	NON-EMERGENCY MEDICAL TRANSPORTATION
KEY WORDS:	COVID-19, CORONAVIRUS, PROVIDERS, NON-EMERGENCY MEDICAL TRANSPORTATION, NEMT, TRANSPORTATION
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APPROVED BY: ILIAS POLITIS	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Policy Memo is to inform Non-Emergency Medical Transportation (NEMT) providers on temporary changes to the NEMT benefit.

Information:

Non-Emergency Medical Transportation (NEMT) is a benefit available to most Health First Colorado members who have no other means of transportation (including free transportation) to get to their medical appointments. To reduce the spread of COVID-19

illness, the Department of Health Care Policy & Financing (Department) implemented temporary changes to the benefit.

The Department is amending its temporary changes to allow NEMT providers the ability to transport more members while still maintaining required social distancing and the safety of members.

- NEMT rides shall be limited to:
 - One member per 5-passenger vehicle
 - Two members per 7 passenger vehicle
 - Five members per 15-passenger van or bus
 - If members reside in the same household, Group Home, or Assisted Living of 20 residents or less, they may ride in the same vehicle to activities or day programs without restriction
- Providers shall use disinfectant wipes on areas and objects in the vehicle that may have come into contact by the previous rider prior to any subsequent ride.
- Providers shall follow these basic hygienic steps to mitigate the risk to themselves and members.
 - Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60 percent alcohol.
 - Avoid close contact with people who are sick.
 - Avoid touching your eyes, nose, and mouth.
 - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
 - Clean and disinfect frequently touched objects and surfaces using a household cleaning spray or wipe.
 - In addition, by taking the below necessary precautions/steps, we can also help eliminate the spread of the virus and ensure the well-being of members.
 - Daily disinfection of vehicles.
 - Have tissues available in vehicles for drivers and/or passengers.
 - Have hand sanitizer available in vehicles.

Multiple loading of passengers still requires the consent of all passengers who will be traveling in the vehicle.

Questions about this guidance may be sent to hcpf_nemt@state.co.us

Attachment(s):

None

Department Contact:

hcpf_nemt@state.co.us

Department COVID-19 Webpage:

<https://www.colorado.gov/pacific/hcpf/COVID>

For specific information, please call the CDPHE Call Center at 303-692-2700. For general questions about COVID-19: Call CO-Help at 303-389-1687 or 1-877-462-2911 or email COHELP@RMPDC.org, for answers in English and Spanish (Español), Mandarin (普通话), and more.